

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
PAROLE DIVISION**



**POLICY AND OPERATING
PROCEDURE**

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SUBJECT: SUPER-INTENSIVE SUPERVISION PROGRAM (SISP)—ADMINISTRATIVE GUIDELINES

AUTHORITY: TEXAS GOVERNMENT CODE §§ 508.227, 508.315, 508.317

PURPOSE: To identify SISP administrative procedures, including SISP rationale, the SISP Panel, SISP placements, placement investigations, availability of equipment, release notifications and confirmations, assignment procedures, installation of equipment, execution of components, inoperable telephone service, client arrival, transfers, alerts, violations, warrant requests, and withdrawals.

PROCEDURE:

I. SISP RATIONALE AND GOALS

The purpose of the Super-Intensive Supervision Program (SISP) is to provide the highest level of supervision and monitoring of clients to best ensure public safety.

- A. All SISP clients shall be monitored on either active or passive Global Positioning System (GPS) monitoring.
- B. SISP clients shall remain on SISP until designated members of the Board of Pardons and Paroles (Board) assigned to the SISP Board Panel authorize removal from the program.

II. SISP TARGET POPULATION

- A. Prior to release on parole or mandatory supervision, clients who meet one (1) or more of the criteria identified in PD/POP 2.2.6, *Super Intensive Supervision Program Referral Process*, shall be referred to the SISP Board Panel (hereinafter referred to as the “SISP Panel”) for possible SISP imposition.
- B. Clients who meet the referral criteria, but were released without Special Condition “SISP,” may be referred to the SISP panel for review of Special Condition “SISP” if new information becomes available that was not known during their initial review. The following must occur within five business days:
 - 1. The supervising parole officer must submit the SISP Special Condition Imposition Memorandum (SP-0604) through their chain of command to the Warrant Section SISP Parole Officer IV (SISP PO IV) for review.
 - 2. The Warrant Section SISP PO IV reviews the SP-0604 for accuracy and forwards it to the Deputy Director of Field Operations for review and recommendation.
 - 3. The Deputy Director of Field Operations, reviews and approves the SP-0604 and forwards it to the Division Director for review and recommendation.
 - 4. After the Division Director reviews and approves the SP-0604, it shall be returned to the Warrant Section SISP PO IV who will prepare a transmittal to present to the SISP panel.
 - 5. The Warrant Section SISP PO IV will email requesting staff of the Board’s decision and return the voted SP-0604 with the Board action to the requesting officer.
 - 6. If the Board imposes Special Condition “SISP,” the requesting officer will ensure the client is monitored by GPS within one (1) business day of notification, in accordance with Section XIII INITIAL CONTACT of this policy.
 - 7. Once the SISP condition is imposed, the supervising SISP officer is authorized to determine the components of the Special Condition SISP with which a client shall comply.

III. SISP OFFICER SELECTION

- A. The region director shall select the most qualified parole officers to supervise a specialized caseload. Qualifications shall include current parole officer experience,

Specialized Officer Supervision School, performance evaluations and may include specific degrees, certifications, licenses, training and prior experience that would benefit the caseload.

- B. Justification shall be maintained by the region director for any parole officers that may meet the qualifications to supervise the specialized caseload and were not selected.
- C. The region director or designee shall notify the SISP Parole Officer IV, Warrants Section, Central Office, within five (5) business days of all SISP officer or supervisory staff changes. Such notification shall be made by written interoffice communication or email.
- D. The selected parole officer shall complete the next available Specialized Officer Supervision School (SOSS). In the event a parole officer is supervising a caseload and has not attended the required training, the region director shall document justification and identify the next training date the parole officer will attend.
- E. SISP officers shall complete the next available Sex Offender SOSS.

IV. SISP CASELOAD RATIOS

- A. Clients shall be supervised at a 14:1 caseload ratio.
- B. All SISP clients shall be supervised by a designated SISP officer, regardless of whether or not the SISP client meets the criteria for another specialized caseload.
- C. Exceptional caseloads are those with client to officer ratios of less than 10:1 and more than 18:1. The region director's exceptional caseload report shall include the name of each officer authorized an exceptional caseload and the justification or reason for the exceptional caseload.
- D. SISP clients supervised on a mixed caseload shall be supervised at a constructive maximum 75:1 ratio. For purposes of calculating the maximum caseload ratio, the formulas in the chart below shall be utilized.

Number Courtesy Supervision Cases		x .25 =		+	
Number on Therapeutic Community		x 1.0 =		+	
Number on Regular Supervision		x 1.0 =		+	
Number on Special Needs Offender Program		x 1.66 =		+	
Number on Electronic Monitoring Program		x 3.0 =		+	

Number on Sex Offender Program		x 2.5 =		+	
Number on Super-Intensive Supervision		x 5.35 =		+	
Total (Target: 75)					

V. PLACEMENT INVESTIGATIONS FOR SISP CLIENTS

- A. In addition to the procedures outlined in applicable policy regarding placement investigations, the following guidelines shall be followed regarding SISP clients:
1. The unit supervisor will receive notification via an INFOPAC report if the placement plan is entered on the Parole Plan Update (PPU) screen, or in an e-mail if a placement plan has been entered on the Offender Information Management System (OIMS) when an SISP offender is to be released from the Correctional Institutions Division (CID). Unit supervisors will assign the placement investigation to an appropriate SISP officer within one (1) business day.
 2. Clients on SISP may transfer in-city or in-state in accordance with PD/POP 3.2.17, *Transfer Investigations*.
 3. If an SISP client is to be released from county jail, residential treatment, or other correctional facility, the supervising SISP officer shall obtain a residential placement plan from the client within three (3) business days of receiving notice of the Board's decision to continue supervision and/or place the client on an SISP caseload.
 4. For SISP clients identified as sex offenders, who are being released from CID, an Intermediate Sanction Facility (ISF), or a Substance Abuse Felony Punishment Facility (SAFPF), refer to PD/POP 3.6.2, *Sex Offender Program Supervision Guidelines*, Section III.A.
 5. SISP officers assigned to investigate placement plans for SISP clients shall:
 - a. Verify in person the address and telephone number of the proposed placement residence and whether telephone service is current.
 - b. The investigating SISP officer shall explain to the householder, if the client is placed on Global Positioning System (GPS) monitoring, the requirements of the SISP GPS components and GPS equipment that will be installed and ensure that proper installation of equipment can be maintained, as well as the need to maintain analog service (not digital) and remove answering machines and any optional telephone

features (call forwarding, call waiting, caller ID, call notes or voice mail, and anonymous call block).

- c. The investigating SISP officer shall explain to the householder that the client will be responsible for ensuring that electrical and telephone service is continuously maintained during the period the client is monitored and that failure to maintain such services may constitute a violation.
- d. The investigating SISP officer shall have the householder sign the Householder Memorandum of Agreement (PSV-162) if the householder has current telephone service and agrees to remove and/or not install the optional telephone features. Place the signed PSV-162 in the pre-release placement investigation folder.
- e. The investigating SISP officer shall attempt to obtain an alternate residence plan if the householder will not be obtaining telephone service and cellular technology is not appropriate or available. The investigating parole officer shall contact Parole Supervisor (PS), Warrants Section, Central Office, with any questions concerning cellular availability.
- f. The investigating SISP officer shall pass the placement plan and enter the appropriate update into the mainframe Parole Plan Update (PPU) screen or into the OIMS.
- g. The investigating SISP officer shall deny the residential placement plan if:
 - i. Telephone service is not available.
 - ii. Cellular technology is not appropriate and/or available.
 - iii. The householder refuses to sign the PSV-162.
 - iv. The victim of the instant offense resides in the residence.
 - v. The proposed residence plan does not comply with current law or the terms and conditions of supervision as outlined in PD/POP 3.6.5, *Child Safety Zones*, for clients whose victim was under 17 years of age.

- h. The parole supervisor must concur with the plan “failure” in order to finalize a plan denial. The PPU or the OIMS screen shall be updated to document the plan failure.
- B. If the client will be released from ISF or SAFPF, the facility officer shall obtain a potential residence plan from the client and enter the plan into the OIMS Residence Screen for investigation by an SISP officer. If the SISP client does not have an approved residence plan within 30 days of the scheduled release date, the facility officer shall complete the ISF to Facility Placement Request form (CMS-42) and submit it to Huntsville Placement and Release Unit (HPRU), clearly noting the SISP special condition on the form requesting a Residential Reentry Center Placement (RRC). The CMS-42 shall also be documented in the OIMS.

VI. SISP RELEASE NOTIFICATION AND CONFIRMATIONS

- A. Most SISP clients will be released from CID, ISF, and SAFPF. Exceptions include medical, In-Prison Therapeutic Community (IPTC), and Parole In Absentia releases. These types of cases will be processed for release on a case-by-case basis.
- B. Release notification for SISP clients released from CID units, ISF’s and SAFPF’s shall occur as follows:
 - 1. Releasing staff will email a pre-release notification no later than five (5) business days prior to the scheduled date or immediately upon becoming aware of an unanticipated release scheduled to occur.
 - 2. The US shall assign the case to a parole officer within one (1) business day of receipt of a pre-release notification. The parole officer will determine if the residence plan remains acceptable and if a HMU may be installed at least 24 hours prior to the client’s release.
 - 3. Releasing staff will generate a post-release confirmation within one (1) hour of the client’s actual departure or the one (1) day before if the client is scheduled to release when the assigned releasing staff is off duty.
 - 4. Pre-release notifications and post-release confirmations will be emailed to the appropriate ARD, PS, SISP US, SISP PO IV, and Command Center (at warrant command).
 - 5. If a client does not release from TDCJ-CID, SAFPF, or ISF as scheduled, the assigned releasing staff will immediately notify the staff noted in Section III.A.4 of the tentative new release date. Upon notice, the Parole Supervisor or designee shall immediately advise the proposed US and parole officer of the changes in the client’s release status. The proposed parole officer shall

make the appropriate update to the vendor software and retrieve equipment if scheduled release date is more than five (5) calendar days away.

C. The pre-release and post-release notification shall include the following:

1. Client's name and State Identification (SID) or TDCJ number.
2. Householder's name, home telephone number, and complete address if the release is to an approved private residence plan.
3. Contract residential facility's name and complete address if the release is not to a private residence plan.
4. Serial number of the GPS bracelet (include the GPS Tracking Device serial number if being released on Active GPS) assigned for installation on the client.
5. Scheduled or actual release date and time, mode of transportation, if known, and estimated time of arrival.

VII. SISP ASSIGNMENT PROCEDURES

A. When the client with Special Condition SISP is scheduled for release, the following actions shall take place at least one (1) business day prior to release:

1. The releasing officer will enroll the client in the vendor software, add the GPS transmitter and/or GPS tracking device serial number, and create an inclusion zone in the vendor's software over the client's approved residence.
2. The assigned parole officer is responsible for the following:
 - a) Shall schedule an appointment with the householder to install an HMU, if necessary, at least 24 hours prior to the client's scheduled release date, or immediately if release is anticipated to occur in less than 24 hours.

Note: HMUs are not required for clients using one-piece devices.

- b) Shall install the HMU as a charging stand even if a residence does not have a working landline telephone.
 - c) Shall update the vendor software upon receipt of pre-release notification by adding the HMU serial number, creating appropriate zones, updating the schedule.

- B. For clients who will be released to a contract residential facility, upon assignment to the facility, the SISP officer shall take the following actions:
1. If the arrival day and time occurs during a regular business day (Monday-Friday, 8 a.m.-5 p.m., except holidays), the SISP officer shall contact the facility on the day of arrival to determine client arrival time and complete the actions noted in Section VII.A.3 above.
 2. If the arrival day and time occurs after business hours or during a non-business day (weekends, holidays, etc.), the SISP officer shall contact the facility the next business day to determine client arrival information and complete the actions noted in Section VII.A.3 above.
 3. Notify the facility to restrict the client to the facility until further instructions and immediately contact the SISP officer if the client leaves the facility from 8 a.m.-5 p.m. on a regular business day.
 4. Visit the facility by the next business day to install the assigned GPS equipment and read all applicable SISP rules. Clients shall be required to download their GPS points once daily.
 5. The facility shall notify the Command Center through established procedures if the client fails to arrive as scheduled or, if the client leaves without permission or is involved in any serious or unusual incident any time during non-business hours.

VIII. AVAILABILITY OF EQUIPMENT

- A. Huntsville Placement and Releasing Unit (HPRU) staff shall maintain an inventory of GPS monitoring equipment and consumables, and distribute the equipment according to the following procedures:
1. HPRU will assign GPS monitoring equipment to each client utilizing established procedures
 2. The GPS monitoring equipment and consumables shall be forwarded to the designated releasing officer at the releasing unit no later than five (5) business days prior to the scheduled release date.
 3. If release of an SISP client is unexpectedly at a location other than Huntsville, send the GPS monitoring equipment by overnight mail to the releasing staff.

- B. Releasing staff in Huntsville and Gatesville shall maintain an inventory of extra GPS monitoring equipment at the releasing units to use when designated monitoring equipment malfunctions or must be reinstalled.
- C. Releasing staff shall ensure that GPS monitoring equipment is maintained in a secure environment prior to installation on the client.

IX. INSTALLATION OF EQUIPMENT

- A. When SISP clients are released from a Correctional Institutions Division (CID) unit, Intermediate Sanction Facility (ISF), or Substance Abuse Felony Punishment Facility (SAFPF):
 - 1. Releasing staff shall install GPS monitoring equipment on all Special Condition “SISP” clients prior to release.
 - 2. The releasing staff shall install the GPS monitoring equipment (tagged with the client’s name and TDCJ number) on the designated client. It is recommended that staff wear latex gloves and observe blood and body fluid precautions when installing monitoring equipment on a client’s ankle.
 - 3. The releasing staff installing the GPS monitoring equipment shall confirm that the correct monitoring equipment was installed by cross-checking the equipment serial number with the number noted on the release notification previously sent by releasing staff.
 - 4. The region director or designee shall designate a local SISP officer to be responsible for GPS monitoring equipment installation in the event releasing staff is not available to complete installation from a CID unit, ISF, or SAFP.
- B. SISP officers shall be responsible for the installation of GPS monitoring equipment on all Special Condition “SISP” clients released from county jails and detention facilities prior to their release.

X. EXECUTION OF RELEASING INSTRUCTIONS AND RELEASE PROCEDURES

After installing the monitoring equipment on the client and prior to release of the client, designated staff shall:

- A. Review the SISP/EM Instruction Sheet (SP-0508) with the client and obtain the client’s signature on the SP-0508. Distribution shall be completed as noted on the SP-0508.

- B. Review the Electronic Monitoring Equipment Acknowledgement Form (SP-0605) with the client and obtain the client's signature on the SP-0605. Distribution shall be completed as noted on the SP-0605.
- C. As soon as the client is actually released from CID, the releasing staff shall notify the assigned staff (verbally or by email) of the post-release notification.

XI. INOPERABLE TELEPHONE SERVICE FOR SISP CLIENTS ON PASSIVE GPS

- A. All SISP clients released to supervision shall reside either:
 - 1. In a private residence with active telephone service and a householder who has agreed in writing by signing the PSV-162 to the placement of a GPS tracking device and charging base unit on the telephone line or;
 - 2. In a TDCJ contract facility, including RRCs, Residential Treatment Centers, Multi-Use Facilities, and County Jail Work Release Programs.
- B. In the event the telephone service at the SISP client's private residence is disconnected or becomes inoperable for any reason, the SISP officer shall investigate the situation and ensure that one of the following actions occurs within 24 hours of the initial loss of phone service:
 - 1. Telephone service is reconnected by the phone company or is confirmed to be operating properly.
 - 2. The client establishes approved residence at another location with active phone service and a householder who has agreed in writing by signing the PSV-162 to placement of a GPS tracking device and base unit on the telephone line.
 - 3. The client is placed in a contract residential facility until the SISP officer confirms that phone service in the client's private residence has been restored.
 - 4. The region director or designee may allow the client to remain at the private residence if phone service will be restored within 24 hours. The client shall be placed on home confinement. The region director or designee may utilize alternate monitoring equipment if available.
 - 5. In the event telephone service is not restored within 24 hours, the region director or designee shall take alternate action (e.g. extend placement at private residence, place client in the pre-revocation process).

XII. CLIENT'S ARRIVAL FAILURE

- A. Failure to arrive at the approved private residence plan or designated contract residential facility at the anticipated time may constitute an SISP violation and shall be investigated by the SISP officer.
- B. If arrival violations occur during a normal business day, from 8 a.m.-5 p.m., Monday to Friday, except holidays, the designated SISP officer shall conduct the investigation and report violations in accordance with PD/POP 4.1.1, *Processing Violations of the Rules and Conditions of Release*.
- C. The facility shall utilize established procedures for reporting violations on weekends and holidays and from 5:01 p.m.–7:59 a.m. on business days.

XIII. INITIAL CONTACT WITH SISP CLIENTS

- A. The SISP officer shall complete a face-to-face contact with the SISP client on the day of release or the next regular business day after release if arrival of the client is scheduled to occur after 12 noon. At this contact, the SISP officer shall complete the following:
 - 1. Terms and Conditions of Global Positioning System (SP-9921)
 - 2. Client Daily Activity Schedule (SSS-972), with instructions to report to the supervising District Parole Office
- B. The supervising SISP officer shall update the vendor software to replace the “lockdown” schedule initially submitted to coincide with the current SSS-972 in order to allow the client enough time to report to the supervising District Parole Office.
- C. Once the client reports for his or her initial office visit, the supervising SISP officer shall enter the following in the OIMS offender menu:
 - 1. Caseload: Update Client Caseload Type to Super-Intensive Supervision.
 - 2. Status: Update the Client Status by entering the Effective Date the client was released to supervision, change Client Category to active status, and place the Client Description into Normal Report.
 - 3. Indicators: Update the indicator reflecting Electronic Monitoring and any other appropriate indicator based on the client's history (e.g. Sex Offender, Mentally Ill).

4. Supervision Level: Update the Supervision Level to SI-4 from the dropdown list. The Reason Code dropdown list will reflect "Policy Override". The Comments section shall reflect that the client is an SISP case.
5. Special Conditions: Edit all noted current Special Conditions with applicable components. Select all Special Condition Notices and notify the client of all special conditions imposed by having the client sign the notice(s). Ensure that the Date Notified reflects the date the client signed the special condition notice(s).
6. EM/SISP Equipment: Update the client's Assigned Equipment.

XIV. SISP SEX OFFENDERS, SPECIAL NEEDS, THERAPEUTIC COMMUNITY, SVORI, & SEX OFFENDERS WITH SPECIAL CONDITION "T" IMPOSED

A. SISP Sex Offenders

SISP officers shall review sex offender policies as they relate to the supervision of SISP clients classified as sex offenders. The SISP officer shall use all policies (except contact standards) relative to sex offenders (i.e., Containment Approach, Residential Placement, Supervision Team Meetings, Polygraph Examinations), as well as supervising the client in accordance with SISP policy. SISP officers shall update the check box in the vendor software denoting the client as a sex offender.

B. SISP Special Needs Offenders

SISP officers shall review special needs policies as they relate to the supervision of SISP clients with mental illness (MI), Intellectual Developmental Disorder (IDD), a terminal illness or physical handicap (TI/PH). The SISP officer shall utilize all policies (except Special Needs contact standards) relative to MI/IDD and TI/PH as well as supervising the clients in accordance with SISP policy.

C. SISP Therapeutic Community Offenders

SISP officers shall review all Therapeutic Community (TC) policies as they relate to the supervision of SISP clients with substance abuse needs. The SISP officer shall utilize all policies (except contact standards) relative to TC as well as supervising the clients in accordance with SISP policy.

D. SISP Serious and Violent Offender Reentry Initiative (SVORI) Offenders

SISP officers shall review all SVORI policies as they relate to the supervision of SISP clients. The SISP officer shall utilize all policies relative to SVORI as well as supervising the clients in accordance with SISP policy.

E. Sex Offenders with Special Condition “T” Imposed

SISP officers shall supervise all sex offenders with Special Condition “T”. The SISP officer shall utilize all policies (except contact standards) relative to sex offenders (i.e. Containment Approach, Residential Placement, Supervision Team Meetings, Polygraph Examinations), as well as supervising the offender in accordance with SISP policy. Reference PD/POP 3.2.34, *Contact Standards*, Section V.A.5.g, for contact standards as they relate to the supervision of sex offenders with Special Condition “T”. The SISP officer shall follow PD/POP-3.5.1, *Electronic Monitoring Program*, Section XIX (Withdrawal of Special Condition “T”) as it relates to the client’s term of supervision.

All contacts shall be documented in OIMS within three (3) business days after the contact or within three (3) business days after return to the designated headquarters from contacts made in the field. Delay of entry due to unanticipated leave may occur, but the goal is to maintain current information in OIMS.

XV. HOME CONFINEMENT

A. Home Confinement—Phase I, Sex Offenders and Special Bulletin Clients

Upon release, clients placed on SISP shall comply with the division’s Home Confinement policy.

1. Home confinement shall mean, unless otherwise specified, that the client is restricted to his approved residence.
2. An approved residence shall mean the dwelling the client is approved to reside in and does not include the porch, yard, garage, or any other areas beyond the front or back door of the residence or the community residential facility.
3. Clients shall remain on a home confinement schedule 24 hours per day, seven (7) days per week.
4. SISP officers shall maximize use of the applied GPS system to determine client’s compliance with home confinement requisites.
5. In order to maximize the use and benefit of GPS to the extent possible considering an client’s authorized activities, SISP officers shall attempt to maximize the amount of time an client is required to remain at their approved residence.

6. Authorized activity shall constitute an exception to home confinement.
7. Authorized activity, provided that it occurs Monday-Friday, from 7 a.m.-7 p.m., and does not exceed 12 hours, may be approved by the SISP officer.
8. Any deviations from the hours of authorized activities may occur if the region director or designee approves the deviation based on a verified need.
9. A verified authorized activity related to the required treatment, therapy (e.g. sex client therapy, substance abuse treatment, etc.), medical and/or dental appointment shall not require a deviation.
10. An approved deviation related to employment shall be resubmitted if the client work schedule changes more than two (2) hours from the original approved deviation (e.g. approved deviation is to work until 9:00 p.m. but the work schedule changes to 11:30 p.m., requiring a new deviation to be submitted for approval).

B. Home Confinement—Phase II

1. After a minimum of three (3) months, the unit supervisor and supervising parole officer shall review clients for progression to Phase II. Clients must meet the following criteria to progress to Phase II:
 - a. Must be a non-sex client, not a “Special Bulletin” case, and not currently residing in an RRC.
 - b. Compliant with the rules of supervision, including Terms and Conditions of GPS Monitoring for the past three months
 - c. Maintain a private residence a minimum of thirty (30) consecutive days
 - d. Maintain stable employment or source of income, attendance at a college or vocational school for a minimum of thirty (30) days
 - e. Compliant with program referrals to include fee payments
 - f. No positive drug or alcohol tests or admissions in the past three (3) months
 - g. Clear criminal history check and new warrants or new offenses

2. In addition to Phase I Home Confinement requirements, a client is allowed to visit a family member's residence, located in Texas, on all nationally recognized holidays, not to exceed eight (8) hours, including travel time.

Nationally Recognized Holidays

- New Years' Day
 - Martin Luther King, Jr.'s Birthday
 - Washington's Birthday
 - Memorial Day
 - Independence Day
 - Labor Day
 - Columbus Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
3. With region director approval, the client is allowed from his residence to participate in recreational activities one (1) day per week, not to exceed eight (8) hours, including travel time.

C. Daily Schedules

The SISP/EM Client Daily Schedule (SSS-972) shall be completed according to the form instructions at the SISP officer's first contact with the client.

1. The SISP officer shall be notified by contract staff of community residential facilities of all activities for SISP clients one week in advance and provide timely notice of all pertinent information necessary to complete the SSS-972 in its entirety.
2. Clients shall be required to schedule all activities in advance and instructed to provide the date, time, complete address, phone number (e.g. J. B. Construction 1234 East 2nd St., Ste. 25, Ladybird City; 512-333-9999), and contact name (if applicable) for all authorized activities that will be documented on the client's SSS-972.
3. The SISP officer shall complete the SSS-972 in person with the client.
4. The SISP officer shall not allow travel to a location without sufficient information to document on the form.
5. The SISP officer shall not accept requests for schedule changes unless they result from a verifiable:

- a. Employment opportunity - Such schedule adjustments shall not violate the division's home confinement policies. Instructions may be sent to the client's Miniature Tracking Device to avoid face-to-face contact with the client. The client's acknowledgement of the instructions may be reviewed in the vendor software. The SISP officer shall make every effort to accommodate this change unless the unit supervisor denies it.
 - b. Medical/Dental emergency - Such schedule adjustments shall not violate the division's home confinement policies.
- 6. Instruct the client that his schedule must be followed time for time, destination to destination without deviation.
 - 7. The client shall be instructed to contact his supervising SISP officer immediately by phone if schedule deviations result from unforeseen events (e.g. a client completes an authorized activity 45 minutes early). Any revision to the schedule shall be documented on the SSS-972.
 - 8. The SISP officer shall verify locations frequented by the client by daily review of the client's GPS points. Items such as receipts, check stubs, written documents, field contacts, and collateral contacts can also be used to substantiate the client's presence at a predefined location.
 - 9. A copy of the completed/approved schedule shall be provided to the client. The SISP officer shall place the original in the client's district case file and update to the vendor software to reflect the new scheduled leaves and returns.
 - 10. Monday through Friday, the SISP officer shall review all assigned clients GPS points from the previous day(s) and, no later than the close of business, investigate all alerts to verify clients schedule compliance. Once the alerts have been investigated, all alerts on the Case Management section of the vendor's software shall reflect "resolved."

Note: The Multi-Clear function in the vendor software shall be utilized only to resolve alerts when the note record is appropriate and related to the specific alerts based on investigation.

To review the client's GPS points, sign on to the vendor software, and

- a. Enter the assigned client's name into the Demographics Tab.

- b. Select the Display Past Positions button.
- c. Enter the dates of the client's movement to be viewed and the appropriate speed and distance at which the points will be viewed.

D. Scheduling Authorized Activities—Phase I and Phase II

Authorized activities shall occur only in accordance with the division's home confinement policy. SISP officers may allow clients time away from their private residence or community residential facility *only* for the following reasons:

1. To seek employment

- a. Except as otherwise provided, an authorized activity for this purpose shall occur only during regular business hours, 8 a.m.-5 p.m., and regular business days, Monday-Friday, except holidays.
- b. SISP officers shall require clients to provide the location(s) where they intend to complete job applications or attend scheduled interviews prior to granting approval.
- c. A reasonable amount of travel time to and from the activity shall be allowed. SISP officers should be familiar with the client's intended destination in order to ensure that a client is not granted excess travel time.
- d. SISP officers shall require clients to provide signed appointment or contact sheets verifying their job search attempts, dates, times, and locations.

2. To maintain employment

- a. SISP officers shall contact employers in person or by telephone to verify the client's job duties, work hours, and schedules prior to granting approval.
- b. A reasonable amount of travel time to and from the activity shall be allowed. SISP officers shall be familiar with the client's location of employment to ensure that a client is not granted excess travel time.
- c. SISP officers shall require clients to provide evidence monthly or by request of continued employment and job attendance by check stub or other written verification.

- d. SISP officers can, with the unit supervisor's approval, temporarily disable the "Motion No GPS" alert on the vendor software if a client works in an environment that requires the client to be in continuous motion without the ability to maintain GPS.

This action should normally only apply in an employment context. The supervising SISP officer should verify employment by reviewing check stubs, calling the client's employer, and face-to-face contacts.

3. To attend required and approved counseling or education programs

- a. SISP officers shall verify and document the location, times, accurate name, address, and phone number of these activities with the service providers before granting approval.
- b. A reasonable amount of travel time to and from the activity shall be allowed. SISP officers shall be familiar with the locations of the client's approved counseling or education programs to ensure that a client is not granted excess travel time.
- c. Attendance at groups or professional counseling shall be verified by communication or written documentation with the facilitator, therapist, attendance sheets, or verified sign-in rosters.
- d. No approval for a deviation of schedule is required for counseling.

4. To attend religious services

- a. SISP officers shall verify services and document the accurate name, address, phone number, times, and lengths of service by telephone, mail, or personal contact with the place of worship prior to granting approval to ensure that a client is not granted excess travel time.
- b. If a client, in accordance with sex offender policy, is identified as a sex offender but is enrolled or is waiting enrollment in therapy, SISP officers shall, upon assessment, coordinate a High Risk Plan as soon as possible with the therapist.
- c. Attendance at religious services shall be verified by review of the client's GPS points and can include written documentation or collateral contact.

5. To attend to daily living needs
 - a. Daily living needs are defined as personal activities for necessities such as grocery shopping, laundry, banking, haircuts, and obtaining clothing or shelter.
 - b. Daily living needs do not include recreational or entertainment activities, hobbies, or any activity outside of obtaining basic necessities (e.g. visiting relatives, eating out, going to a movie, walking the dog). Daily living needs related to housework (e.g., cutting the yard, painting the house) shall be staffed with the unit supervisor for approval.
 - c. These activities shall be considered on a case-by-case basis. For example, clients residing in community residential facilities are provided with food and on-site laundry facilities so in these cases clients shall not be allowed to leave the facility for such an activity.
 - d. A unit supervisor may approve activities not related to daily living needs provided that the activity does not conflict with existing policy (e.g. attending a funeral of a family member, attending the birth of their child, life-changing events).
 - e. SISP officers shall obtain the accurate address and phone number of locations in this category prior to approval.
 - f. A reasonable length of time should be allowed for such activities and a reasonable amount of travel time shall be allowed. SISP officers shall be familiar with the location of attendance to daily living needs in order to ensure that a client is not granted excess travel time.
6. To attend medical, dental, or legal appointments or to respond to medical emergencies
 - a. Activities in this category involving the client or involving individuals in the household when the client is the primary caretaker shall be scheduled and verified by SISP officers prior to approval. SISP officers are encouraged to have a Consent for Disclosure form (PSV-37) signed by the client per PD/POP 1.2.1, *Release of Information/ Confidentiality*.
 - b. If a medical emergency involving the client arises, the SISP officer shall obtain as much information about the emergency and location of the client's treatment.

For verification purposes, the SISP officer shall have the client obtain written documentation of the treatment provided, when provided, and the doctor's name. If possible, the SISP officer shall make personal contact with the client to revise the SSS-972. If not possible, the SISP officer shall instruct the client to go directly to the location of treatment and immediately upon discharge go directly, without delay, to his residence. If the emergency occurs after hours, the client shall provide written documentation of the emergency and the SISP officer shall investigate and verify the emergency.

- c. Medical emergencies involving clients or members of clients' households shall be verified by SISP officers by contacting the hospitals, emergency rooms, or clinics where services were sought.
 - d. A reasonable amount of travel time shall be allowed. SISP officers shall be familiar with the locations involved to ensure that a client is not granted excess travel time.
 - e. No approval for a deviation of schedule is required for medical and dental appointments.
- 7. To report to scheduled appointments at the District Parole Office.
 - 8. With region director approval, a Phase II client may be allowed from his residence to participate in recreational activities one (1) day per week, not to exceed eight (8) hours, including travel time.

XVI. SISP CLIENT TRANSFERS

In addition to the procedures established in applicable policy, the following guidelines shall be followed for SISP clients transferring from one District Office to another, including SISP clients transferring from a contract residential facility to a private residence plan.

A. Transfers to Contract Residential Facilities

Field placement of an SISP client in a contract residential facility shall proceed as follows:

- 1. The SISP officer shall request placement in accordance with PD/POP 3.9.1, *Residential Reentry Center Placements*.
- 2. The SISP officer shall clearly identify the client as Special Condition "SISP" on the Residential Reentry Center Field Placement Request (CMS-37) submitted to Warrants Section, Huntsville.

3. Upon receipt of the Residential Reentry Center Placement Notification (SSS9803) or SAFPF Placement Report from Warrants Section, the SISP officer shall coordinate the client's arrival time at the facility or bus station (depending on mode of transportation) with the placement analyst at HPRU.

The arrival time agreed upon by the SISP officer and the placement analyst is communicated to the facility through the Daily Residential Reentry Center Arrival Report or SAFPF Placement Report faxed to each facility by HPRU.

4. The SISP officer's unit supervisor shall contact the SISP unit supervisor assigned to the contract residential facility where the client has been placed in order to coordinate all other aspects of the client's transfer, including file material and communication of the serial number of the client's GPS monitoring equipment. The transfer shall occur in compliance with PD/POP 3.2.17, *Transfer Investigations*.

B. In-Office, In-City, and In-State Transfers

The SISP officer assigned to investigate the proposed transfer plan shall follow guidelines established in Section V.A.5 above and PD/POP 3.2.17, *Transfer Investigations*.

- C. Upon receipt of an approved transfer request, the sending SISP officer's unit supervisor shall contact the receiving SISP unit supervisor assigned to the District Office where the SISP client will transfer in order to coordinate all aspects of the transfer including, but not limited to, ensuring that the actions described below take place:

1. The sending SISP officer shall conduct a visual check of the client's bracelet to ensure that it still fits properly and the GPS tracking device is operating properly.
2. When the client is moving from one private residence to another:
 - a. The sending SISP officer shall update all demographic information, hardware information, and curfew schedule on the vendor's vendor software. Coordination of these actions by the sending and receiving SISP officers is essential.
 - b. The receiving SISP officer shall contact the vendor to advise of the transfer to their District Office. The receiving SISP officer shall

coordinate by email or telephone the actual date and time of installation of the GPS base unit with the sending SISP officer.

3. When the client is moving from a contract residential facility to a private residence, the receiving SISP officer shall install the GPS base unit prior to the client's arrival.
4. The sending SISP officer shall instruct the client to report directly and without delay to their residence plan by a specified time.
5. The sending SISP officer shall clearly communicate to the receiving SISP officer the date of the client's transfer, mode of transportation, route, estimated time of arrival, and the exact reporting instructions given to the client.

D. INTERSTATE TRANSFERS

1. SISP officers and supervisors need to be aware that if an SISP client is approved for interstate transfer, the other state will supervise the client in accordance with their standards. Such supervision may or may not include some form of monitoring or occur at the highest supervision level. Refer to PD/POP- 3.10.4, *Interstate Transfer Investigations*.
2. When a TDCJ SISP client desires to return to Texas, such clients are instructed by the sending state to report to the parole office nearest their residence upon returning to Texas. Upon receipt of an Interstate Transfer Request or a "walk-in" SISP client in these circumstances, the investigating parole officer shall:
 - a. Review the client's Texas release certificate, any available file material, and the mainframe computer Parole Supervision System (PSS) or Clemency and Parole System (CAPS) or the OIMS to determine the presence of Special Condition "SISP" or any other special conditions.
 - b. If unable to determine whether Special Condition "SISP" was previously imposed, the parole officer shall contact the SISP PO IV, Warrants Section, Central Office, who shall verify the client's SISP status.
 - c. If the Board previously imposed Special Condition "SISP", the parole officer shall immediately advise the SISP unit supervisor of the client's SISP status. The SISP unit supervisor or designee shall immediately take whatever action is necessary to ensure that the client is:

- i. Monitored by a GPS tracking device or other monitoring system utilized by the division; and
- ii. Supervised by an SISP officer according to all SISP policies and procedures.

E. TRANSFER FROM AN ISF OR SAFPF

In addition to the applicable policy, the following procedures shall be followed concerning the transfer of SISP clients to and from an ISF or SAFPF.

1. Upon an SISP client's arrival at an ISF/SAFPF, the facility officer shall interview the resident to determine the existence of a potential residence plan.

Even if the client had an approved residence plan prior to ISF/SAFPF transfer, the facility officer shall obtain the plan information and send the pre-release and post-release notifications and confirmations as outlined in Section VI.B.4 above.

2. The facility officer shall install the monitoring equipment prior to the client's release from an ISF. Monitoring equipment installation for SISP clients released from a SAFPF shall be handled on a case-by-case basis and coordinated with the SISP PO IV, Warrants Section, Central Office. The region director shall designate local SISP staff responsible for monitoring equipment installation in the case of an emergency when an ISF officer is not available to complete this task.

XVII. NOTIFICATION OF ALERTS

- A. Curfew alerts and equipment status alerts are all considered potential violations requiring investigation. During business hours Monday –Friday, 8 a.m.–5 p.m., except holidays, the vendor will page the SISP officer with the alert. The Command Center (CC) will receive priority alerts (defined in the CC manual) from the vendor after hours Monday to Friday, weekends, and holidays, and shall input all investigative responses into the vendor software Case Management section.
- B. The SISP officer shall review the Daily Violation Summary Report each business day Monday-Friday. Once reviewed, the SISP officer shall “resolve” all alerts in the Case Management section of the software.
 1. The SISP unit supervisor shall be responsible for reviewing all alerts in the Case Management section of the vendor software to ensure all alerts have been addressed in a timely manner.

2. The region director shall assign a designee to ensure that all alerts in the Case Management section of the vendor software for their Region have been “resolved”.
- C. The SISP officer is required to investigate all alerts received by page by the end of the same business day, to determine the client’s location and cause of the alert, in accordance with the Passive GPS Alerts and Officer Actions Grid (SP-0607).
- D. The SISP officer shall make a diligent effort to locate the client prior to requesting a warrant. A diligent effort may include, but is not limited to, communication with the:
 1. Vendor to obtain information regarding the details of the alert and determine the client’s current monitoring status.
 2. Householder to attempt to determine if the client is present.
 3. Client’s employer to determine whether the client is working at an unscheduled time.
 4. Client’s last approved location, per SSS-972, to see if the client was delayed.
 5. Local city and county jails to determine if the client has been arrested.
 6. Local city and county hospitals to determine if the client has been hospitalized.
- E. SISP officers shall not compromise their personal safety when investigating alerts after hours and shall follow procedures set forth in PD/POP-4.1.8, *Safety Guidelines for Non Standard Business Hour Investigations*.
- F. In the event an SISP officer is away from his/her assigned headquarters for the day, the SISP unit supervisor shall assign backup responsibilities. The unit supervisor or assigned backup officer(s) shall assume the essential duties of the absent SISP officer.

XVIII. PHASE II VIOLATION ACTIONS

- A. In the event a client in Phase II commits a Type I violation, the client will return to Phase I for a minimum of thirty (30) days.
- B. In the event a client in Phase II commits a Type II violation, the client will remain in Phase II. Graduated sanctions, to include transition back to Phase I, shall be used for continuous Type 2 violations.

XIX. SISP WARRANT REQUESTS

- A. SISP warrants shall be requested in accordance with PD/POP-4.1.1, *Processing Violations of the Rules and Conditions of Release*, on regular business days from 8 a.m.–5 p.m., Monday–Friday, except holidays.
- B. From 5:01 p.m.–7:59 a.m. on regular business days, SISP officers, with the concurrence of the unit or parole supervisor, shall request warrants in emergencies as follows:
 - 1. Contact the Command Center by phone and request that an emergency warrant be issued and complete the Violation Report in accordance with applicable policies.
 - 2. The SISP officer shall confirm whether the warrant was issued and obtain the warrant number.
 - 3. Upon notification from the Command Center confirming warrant issuance, notify the appropriate local law enforcement entity.
- C. Warrant requests for SISP clients residing in contract residential facilities shall be processed as follows:
 - 1. If the client fails to arrive as scheduled, leaves without permission, or is involved in any serious or unusual incident any time on a weekend or holiday or from 5:01 p.m.–7:59 a.m. on business days, the facility shall notify the Command Center by fax of the client’s violation after local jails and hospitals have been contacted.
 - a. The facility shall complete and fax the Violation Review form (SSS-76) to the Command Center at (512) 406-5874. Any information faxed by a facility to the Command Center shall include the facility name, phone number, fax number, name, and title of the facility employee making the report.
 - b. The Command Center shall fax the SSS-76 to the facility with the warrant issuance or non-issuance decision. In the event a response is not received from the Command Center after two (2) hours, the facility shall contact the Command Center by telephone at (512) 406-5390 to determine the status of the request.
 - c. A copy of the SSS-76 is maintained by the facility for audit purposes.

2. If the client fails to arrive as scheduled, leaves without permission, or is involved in any serious or unusual incident from 8 a.m.-5 p.m. on business days, the SISP officer shall investigate and process the violation as outlined in applicable policy.

XX. SISP CLIENTS IN PRE-REVOCATION STATUS

- A. SISP cases shall not be transferred to pre-revocation units or pre-revocation caseloads. The SISP officer shall retain the case and follow it throughout the pre-revocation process.
- B. Waivers and all supporting documents shall be reviewed and approved by the unit supervisor to ensure that evidence to support the revocation process accompanies the packet.
- C. Waiver packets shall be processed in accordance with PD/POP 4.2.1, *Pre-Hearing and Hearing Process*.
- D. The SISP officer shall identify the case as Special Condition “SISP” when calling the Hearing Section Scheduling Unit, Central Office, to schedule a hearing.

XXI. COORDINATION WITH LOCAL LAW ENFORCEMENT

- A. Parole Division officers and supervisors shall make all efforts to enlist the cooperation and assistance of local law enforcement and develop a mutually beneficial relationship with regard to SISP. Parole Division staff shall educate and inform their local law enforcement partners about the goals, objectives, and operations of SISP.
- B. Whenever a warrant has been issued, SISP officers shall provide the Texas Law Enforcement Telecommunications System (TLETS) phone number (512-406-5469) to local law enforcement for warrant confirmation.

XXII. SISP CONTACT STANDARDS

SISP officers shall work a minimum of two (2) weekend days per month. This scheduled time shall be used to ensure compliance with the scheduled deviations and to review GPS points. This weekend day duty may coincide with the sex offender requirements referenced in PD/POP 3.2.34, *Contact Standards*, Section V.A.5.g.

Reference PD/POP 3.2.34, *Contact Standards*, Section V.A.5.d, for contact standards as they relate to the supervision of clients with Special Condition “SISP”.

All contacts shall be documented in OIMS within three (3) business days after the contact or within three (3) business days after return to the designated headquarters from contacts made in the field. Delay of entry due to unanticipated leave may occur, but the goal is to maintain current information in OIMS.

XXIII. REVIEW OF SPECIAL CONDITION SISP

- A. Annually, an SISP decision memorandum/transmittal (SP-0067) shall be submitted by the supervising SISP officer to the SISP unit supervisor for all clients in Phase I, Sex Offenders, and clients identified as “Special Bulletin”. An SP-0067 shall be submitted after six (6) months on Phase II or annually (whichever comes first) and every six (6) months thereafter. An SP-0067 may also be submitted at the directive of Division leadership. An OIMS entry shall be made to reflect that the SP-0067 has been submitted for review.
- B. SISP officers shall submit requests for withdrawal of Special Condition “SISP” according to the following procedures:
 - 1. The following information shall be submitted in addition to the SP-0067:
 - a. Documentation of compliance/completion and payment status of any counseling/treatment program(s);
 - b. Polygraph exam (Sex Offender only);
 - c. Documentation verifying stable full-time employment; disability/retirement income (if disabled); or full-time attendance at a college/vocational school;
 - d. Pre-revocation warrant history while on SISP and reasons for withdrawal;
 - e. OIMS Drug Testing results for the last year;
 - f. Documentation of Supervision fee; Crime Victim Fund fee, PSER, or Restitution payments and balances; and
 - g. NCIC/TCIC wanted persons and criminal history checks.
 - 2. Chronic, Severe, and Permanent Physical or IDD

If the request is based on the client’s chronic, permanent, and severe IDD or physical impairment, the SISP officer:

- a. May determine that another level of supervision may be appropriate.
- b. Shall obtain a progress report from the treatment provider(s) summarizing the client's evaluation.
- c. Shall submit a letter from the treating physician or Local Mental Health Authority (LMHA) summarizing the client's diagnosis, prognosis, and the physician or LMHA's recommendation regarding withdrawal of Special Condition "SISP".
- d. Shall submit documentation of the client's eligibility for and receipt of disability or retirement benefit income.
- e. Shall document any pre-revocation warrants that have been issued since the client has been on SISP, and include the reason for issuance and disposition of each warrant.
- f. Include in the request a notation that an NCIC/TCIC criminal history computer check was conducted on the client and the result of that check.

C. SISP Review

1. The SISP officer shall prepare a decision memorandum/transmittal, SP-0067 form to the SISP Panel. The transmittal shall be submitted through the region chain of command.
2. The "Recommendation" section of the transmittal shall include a recommendation to continue or withdraw Special Condition "SISP".
3. The "Information Relevant to Review" section of the transmittal shall reflect the client's compliance with the specific criteria of Special Condition "SISP".
4. The SISP officer shall forward the transmittal, SP-0067 and all attachments through the chain of command, who shall review the information to ensure that all required supporting documentation is attached. The review shall be completed in a timely manner so that the review is expedited. The reviewer shall enter a contact in the Contacts section of OIMS noting completion of the review.
5. The CCU shall send notice of the Parole Division's intent to submit the Review to the Victim Services Division.
6. The SP-0067 shall be suspended for 45 calendar days in the event the Victims Services Division notifies the Parole Division there is a registered victim(s) or

witness(es). The SP-0067 shall not be suspended if there are no registered victim(s) or witness(es). Upon completion of the suspended period, the SP-0067 and any materials received should be forwarded to the deputy director of Field Operations.

7. If the client's circumstances and behavior deteriorate after the SP-0067 is submitted but before the SISP Panel reviews the case, the SISP officer shall immediately send an e-mail notice through their chain of command to the deputy director of Field Operations.

Upon receipt of the notice, the person currently reviewing the SP-0067 shall return the packet to the parole officer. A new SP-0067 shall be submitted with the updated information within three business days of receipt of the original packet by the parole officer.

8. After the SISP Panel has withdrawn Special Condition "SISP":
 - a. Clients who meet the criteria for supervision on another specialized caseload shall be immediately placed on the respective specialized caseload and the SISP caseload category and SISP supervision level (Specialized Intensive 4 [SI 4]) shall be removed and the respective caseload category and appropriate supervision level entered in the OIMS.
 - b. Clients who do not meet the criteria for supervision on another specialized caseload shall be supervised at the "Maximum" supervision level until the next reassessment.

XXIV. SISP CASEBOOK

Each SISP officer shall maintain a casebook for reference when away from assigned headquarters and on scheduled duty. At a minimum, the SISP casebook shall contain:

- A. A current fact sheet and photograph for each SISP client on the caseload
- B. A current copy of each client's SISP/EM Client Daily Schedule (SSS-972)
- C. The telephone and fax numbers of the Global Positioning System vendor's Central Monitoring Center
- D. A copy of the GPS vendor's description of all messages, including messages considered alerts

- E. The home telephone and cell numbers of the unit supervisor and parole officers within the unit

XXV. INVENTORY

All equipment is to be cleaned in accordance with established vendor guidelines prior to being reinstalled, returned, or transferred. Each office shall maintain no more than 10% of the number of GPS tracking units, transmitters, and base units as “spares” based on the number of enrolled SISP clients in the office.

- A. Region directors shall assign a region inventory coordinator (RIC) to monitor inventory, oversee the retrieval of equipment, order and maintain region equipment, ensure that all equipment is turned off when not in operation, return spare equipment in accordance with agency policy, and monitor timely submission of required reports.
- B. Equipment Requests—The District Parole Office SISP unit supervisors shall request all equipment by submitting the Equipment Order Form to the RIC.
 - 1. The RIC shall fill equipment requests and coordinate transfer of equipment within the region whenever possible.
 - a. If equipment is not available within the region, the region inventory coordinator shall review the vendor’s automated inventory system to determine if equipment is available in another region and if available, coordinate equipment transfer with the RIC for that region.
 - b. If equipment is not available statewide, the RIC shall sign the Equipment Order Form and email or fax the form to the vendor.
 - 2. The region inventory coordinator shall maintain a copy of all equipment orders and follow up as needed to ensure that orders are filled in a timely manner.
- C. Equipment Received—Upon receipt of equipment from the vendor, the RIC shall reconcile the equipment received with the packing slips and inform the vendor of any discrepancies.
 - 1. Upon receipt of equipment from another DPO or region, the SISP unit supervisor shall reconcile the equipment received with the Transfer Form and email or fax the Transfer Form to the vendor and the region inventory coordinator within the same business day. The RIC shall inform the sending SISP unit supervisors of any discrepancies.

2. The RIC shall maintain a copy of all packing slips and Transfer Forms and follow up as needed to ensure that equipment is properly accounted for on the respective vendor's automated inventory system.
 3. Transmitters in excess of the allotted 10% spares shall be returned to the Huntsville Placement and Release Unit on a daily basis.
 4. SISP officers are responsible for updating all equipment in the OIMS on the business day in which the equipment is received or transferred.
- D. Equipment Retrieval—The SISP officer shall make a diligent effort to retrieve equipment in a timely manner.
- E. Lost Equipment—A Loss Report shall be submitted by the SISP unit supervisor within one (1) business day of the supervising SISP officer learning that the equipment is lost. A Loss Report shall be submitted no later than seven (7) calendar days from the date the supervising SISP officer learns of the Not Retrieved status.
1. Distribution of the Loss Report shall be as follows:
 - a. Vendor
 - b. Region inventory coordinator
 - c. Warrants Section, SISP PO IV, or designee
 2. The RIC shall maintain a copy of all Loss Reports. The RIC shall follow up as needed to ensure that equipment is removed from the respective vendor's automated inventory accounting system.
- F. Defective Equipment—A Return/Replacement Authorization Form (RMA) shall be submitted by the SISP unit supervisor to the region inventory coordinator within one (1) business day of the SISP officer learning that the equipment has become defective.
1. Within one (1) business day of receipt of the RMA, the RIC shall review the RMA and determine if replacement equipment is needed and sign and fax the RMA to the submitting unit supervisor and vendor. Equipment shall be returned using the provided vendor shipping labels.
 2. The email or fax shall include a copy of all RMA's. The RIC shall follow up as needed to ensure that replacement equipment is received and defective equipment is removed from the respective vendor's automated inventory accounting system.

- G. Exceptions Report—The RIC shall be responsible for collecting the Daily Exceptions Report for each District Parole Office and faxing or emailing the reports to the SISP PO IV or designee, Warrants Section, Central Office, no later than 10 a.m. each business day.

XXVI. SISP REPORTS

- A. No later than the 5th business day of each month, the SISP unit supervisor shall fax or email the SISP Program Monthly Statistical Report (SSS-9718b) to the SISP PO IV, Warrants Section, Central Office. To ensure accuracy, prior to submitting the SSS-9718b, the SISP unit supervisor shall reconcile the Monthly Statistical Report with the vendor's website Inventory Report for the last day of the report month.
- B. Every business day, region supervisory staff shall run the vendor software's Offenders Points Not Reviewed Report in order to see which clients' points were not reviewed according to Section XV.B.10, and take appropriate action.
- C. Region supervisory staff shall run the Unresolved Report in the vendor software every business day to see which clients have alerts that were not resolved according to Section XVII.B.10, and take appropriate action.
- D. Twice per month, the parole supervisor shall review the "Resolved Alert Report" to ensure the alert resolution for completeness and accuracy. In the event the parole supervisor supervises multiple offices, the review should include different offices to allow a more expanded review.
- E. Region supervisory staff shall review, every month, the "PC Usage by User Report" to verify vendor software usage and SISP officer compliance with current policy.
- F. HPRU shall submit the following statistical reports to the SISP PO IV, Warrants Section, and Central Office:
1. Received Reports Daily/Monthly (no later than the 10th calendar day) – Reflects the serial numbers and whether shipped by the DPO or vendor.
 2. Attached Reports Daily/Monthly (no later than the 10th calendar day) – Reflects the serial number and relevant information on all transmitters installed on clients.

XXVII. WARRANTS SECTION GPS REPORT NOTIFICATION

- A. The Warrants Section shall assign section staff to run the Offender Points Not Reviewed Report in the vendor software every business day to be disseminated to the region directors notifying of those clients whose points have not been viewed.

- B. The Warrants Section shall assign staff to run the Case Management Tool in the vendor software every business day to be disseminated to the region directors notifying of those clients whose case notes have not been resolved.
- C. The Warrants Section shall notify the Parole Division deputy director of Field Operations and the deputy director of Support Services each Friday (or the following business day if a holiday), stating that all clients' points have been viewed and case notes have been resolved from the following business week (Monday-Sunday).
- D. The Warrants Section shall coordinate annually with the region administration to ensure all computers assigned to SISF officers meet the current vendor's minimum requirements to view GPS data. The Warrants Section shall also coordinate with region administration in the event the vendor's software requirements change.

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